



## MyVA Verification Application Transformation Trial

### Issue:

The MyVA transformation goal is to improve services to Veterans. As part of this transformation, OSDBU is streamlining the Verification Application Process to make it a predictable and consistent Veteran-centric process.

### Discussion:

Feedback from Veteran applicants reflects the desire for an initial review of key business documents earlier in the process. Applicants also requested a single point of contact. Transformation provides a consistent level of customer service in every interaction and may significantly reduce processing time.

### Pre-Qualification Stage:

- Each applicant is assigned a single-point-of-contact evaluator from the Application Case Management Team. The evaluator contacts the applicant and provides personalized customer care throughout the entire process.
- The applicant uploads a minimum number of required business documents.
- The evaluator pre-qualifies the application based on the initial required document upload.
- Applicants that are not pre-qualified due to business document issues have the option to participate in the [Pre-Determination Findings \(PDF\) Program](#). Applications with other issues have the option to participate in the [Pre-Decision](#)

[Process \(PDP\)](#), or to withdraw their application.

### Evaluation Stage:

- Pre-qualified applicants upload remaining required business documents. Visit [Verification Application Required Documents Rationale](#) to view the complete list of required documents.
- The evaluator provides a recommendation after completion of a comprehensive examination.
- [PDF](#), [PDP](#), and withdrawal options are also available during this stage for applications not recommended for approval.

### Determination Stage:

- Initial trial data reflects an average of at least 50% reduced processing time versus non-trial applications.
- Processing time is adversely affected if the applicant does not upload all required documents.

Visit <http://www.VetBiz.gov> for more information about the Verification Process.

#### Center for Verification and Evaluation

866-584-2344 Monday-Friday

8 a.m. to 8 p.m. (EDT)

Status Update:

[verificationfollowup@va.gov](mailto:verificationfollowup@va.gov)

Profile Questions:

[vip@va.gov](mailto:vip@va.gov)